

 <p>Maryland DEPARTMENT OF INFORMATION TECHNOLOGY</p>	<p>Information Technology Policy and Standards</p>	<p>Approved: DocuSigned by: <i>Michael G. Leahy</i> 7829D675CBE64C5... Michael G. Leahy, Secretary</p> <p>09/22/2020 Date</p>
<p># 20-04</p>	<p><i>Desktop & Laptop Configuration Standards</i></p>	

Area(s):

<input type="checkbox"/> Process	<input type="checkbox"/> Procurement	<input type="checkbox"/> Security	<input checked="" type="checkbox"/> Hardware	<input type="checkbox"/> Web
<input type="checkbox"/> Facility	<input checked="" type="checkbox"/> End-User	<input checked="" type="checkbox"/> Software	<input type="checkbox"/> Network	<input type="checkbox"/> Data
<input type="checkbox"/> Voice	<input type="checkbox"/> Audit	<input type="checkbox"/> Other		

Replaces Other Policy: No Yes

Purpose: The purpose of this policy is to define DoIT requirements for computer hardware. Computers are essential equipment for the State. In order to drive compliance and adhere to DoIT standards, all types of computers should be purchased, inventoried, and disposed of using established DoIT procedures. Computers that are purchased with Fiscal funds and need to be supported by DoIT IT staff, must be ordered using the established DoIT procedures. If a need comes up which requires a purchase outside of the established procedures, a ticket must be submitted to DoIT Intake prior to that purchase being made.

Policy Statement: In order to improve the effectiveness, cost-efficiency, security, and maintainability of state government office computers, and in accordance with Maryland State Law, computers must be purchased and disposed of using established DoIT procedures. Purchase and disposal of computers through the DoIT purchasing protocol ensures proper:

- security and encryption coding;
- coordination of IT support as well as supplier technical support;
- integration into DoIT's life-cycle program;
- documentation of warranty coverage;
- inclusion and installation of appropriate software packages and ensures the State is not duplicating existing hardware and software resources;
- identification and allocation to appropriate fund source (FY or federally-sponsored project funds);
- reviews of when it is appropriate to aggregate multiple computer purchases into a single asset;
- use of advantageous pricing and shipping terms through State supplier contracts (i.e.: Dell, Apple);
- deletion or "wiping" of the computer hard drive; and
- disposal of computers to comply with environmental concerns.

Applicable Law & Other Policy: MD State Finance and Procurement Code Ann. § 3A-301-309. *DGS Inventory Control Manual.*

Scope and Responsibilities: All executive branch units of state government, except those identified in Maryland Code, SF&P § 3A-302. Agency executives, managers and staff shall ensure compliance with this policy. Chief Information Officers, Chief Procurement Officers, and applicable staff must ensure that the DoIT request process is utilized and approval is obtained prior to making any procurement of office computer hardware or software. Note: there is a separate DoIT policy for agency mobile devices (e.g., smart phones and handhelds), servers, mainframes, and other high-end application or data storage computers, arrays, or networks.

Key Terms:

Accountable Assets: Accountable assets are those which are subject to the controls detailed in these policies and procedures. Accountable assets are divided between two categories: Capital Equipment and Sensitive Equipment.

Accountable Officers (AOs): Directors of DoIT operational units or designated supervisory level employees are

AOs and perform the duties described in the DGS Inventory Control Manual under Section III.01, B: Duties of Accountable Officers.

Asset Manager: DoIT employees or contractors specifically responsible for the management and administration of the three dedicated reception and storage areas. They are considered AOs for the assets within their storage areas.

Department of Information Technology (DoIT): An executive branch unit of Maryland state government, organized according to Maryland Code, State Finance and Procurement Article, § 3A.

DoIT Intake Process: The DoIT Intake process has been established to provide agencies with a centralized entry point to request support for their IT needs. All IT requests intended for the DoIT intake process should be submitted to DoIT.Intake@maryland.gov.

Policy: A statement of jurisdiction and methods to guide agencies in the management of IT resources and services. Units: All executive branch units of state government, except those identified in Maryland Code, SF&P § 3A-302.

Procurement Requester: The person within an operational unit who makes the formal request for procurement of assets.

Property Officer: Reports directly to the DoIT CFO and performs the duties described in the *DGS Inventory Control Manual* under Section III, .01, A.: Duties of Property Officers. The DoIT Property Officer also maintains a list of DoIT Accountable Officers.

Receiving Officer: DoIT employee assigned the responsibility of receiving incoming merchandise as a primary or secondary responsibility, and who is not otherwise designated as an Accountable Officer.

Technical Specifications: Provided in Attachment 1 (Pages 3-4).

Policy Review: By the DoIT IT Policy Review Board annually or as needed.

Contact Information: Chair, IT Policy Review Board, doit-oea@maryland.gov 410-697-9724. The Policy #20-04 steward is the DoIT Director, End User Services.

Attachment 1

Procuring A New Asset. See www.doit.maryland.gov/approved_products

The procurement of accountable assets will be done in accordance with procurement policies and procedures. All Request for accountable asset must be submitted to the DoIT Intake process.

Delivery and Receipt

All procured items will be delivered to a designated reception location. The Receiving Officer will inspect the delivered items for physical damage and compare the delivered items to the shipping and procurement documentation to ensure what was delivered is the same as what was ordered and shipped. The Receiving Officer is responsible for resolving issues or discrepancies with the vendor or shipping company. The Asset Manager is responsible for tagging, inventorying, updating the system of record, and distributing the items

Warehouses and Storage Areas

Assets which are not in use by operational units will be stored in one of three approved warehouses. The location at 100 Community Place, Crownsville is the primary location for most IT assets. While under operational control, assets may be stored in other areas as approved and managed by responsible Accountable Officers, who will ensure storage measures comply with DGS Inventory Control Manual, Section III, .04, A and B.

Storage Levels

Accountable officers may store an appropriate amount of assets needed to support operational needs as limited by the approved physical storage space and the operational unit's ability to maintain those assets as required by their policies. All assets which are in excess of those limits must be transferred to one of the warehouses.

Movement to and from Operations

The movement of assets from a warehouse to operations is documented by the Warehouse Manager and acknowledged by the Accountable Officer for the receiving operational unit, after which time accountability of those assets will be governed by the policies and procedures of that operational unit. The movement of assets from operations to a warehouse is documented by the Accountable Officer for that operational unit and acknowledged by the receiving Warehouse Manager, after which time accountability of those assets will be governed by the policies and procedures of the warehouse.

Assigned Assets

Whenever possible, assets should be assigned to named individuals who will be responsible for the security and accountability of those assets assigned to them. Those assignments will be recorded in the asset system of record and will be acknowledged by the assigned individuals. The system of record will contain physical primary work location the assignee.

Physically Inventorying Assets

Frequency. Non-sensitive accountable assets will be physically inventoried every three years. Sensitive assets will be physically inventoried annually.

Electronically Inventorying Assets. Assets which electronically communicate with DoIT managed reporting systems will be considered physically inventoried if that communication meets the following criteria:

- The date of last communication is no more than 45 days in the past
- The communication includes information to uniquely identify that asset, such as model and serial number
- The communication includes verification from the assignee that the asset is still being used for approved State business, such as location or user information

Excess Property

Operational unit Accountable Officers should establish policies and procedures for identifying accountable assets within their areas of responsibility which are no longer needed or useful to the unit. Those policies and procedures should also cover transporting that property to an appropriate warehouse. The DoIT Property Officer is responsible for overseeing the appropriate disposal of accountable assets per the *DGS Inventory Control Manual* Section II, .03, F-G.

Damaged, Missing, or Stolen Property

All DoIT employees are responsible for appropriately reporting damaged, missing, or stolen accountable assets to their immediate supervisor or operational unit Accountable Officer. Reports of damaged, missing, or stolen property should be made immediately upon discovery. Items should be reported as damaged if the damage is outside that expected to occur during normal use of the property and it renders the property unusable for its intended purpose, and especially if the damage seems to have been caused willfully or through negligence. Items should be reported as missing if they are not found during an inventory audit or through normal business operations and there are no indications that the items were stolen. Items should be reported as stolen if they are missing and there are indications that they may have been stolen. Accountable officers are responsible for working with the DoIT Property Officer to process the reports and facilitate any action required.